City	Seattle, Washington
Contact Info	Ken SnipesKen.Snipes@seattle.gov
App Title	Recycle It
Launch date	2018
Was the App developed in-house or contracted out?	Developed by a contractor but the project was managed by a PM from Seattle's I.T. department
Does it tell residents what can and cannot be recycled in their jursidiction?	Yes
Does it let residents look up the recycling/yard waste/solid waste/bulk trash collection schedules for their neighborhood?	Yes
Can residents report a problem through the app?	Yes
Other features of the app	
How successful has use among residents been?	

Cincinnati, Ohio	St. Petersburg, Florida
Sue MagnessSue.Magness@cincinnati-oh.gov	Jeff DonnelJeff.Donnel@stpete.org
Fix it Cincy	St Pete Collects
2015	2015
Contracted Out	Contracted out
No	Yes
Yes	Yes
Yes, and the app allows residents to report dozens of other issues too	Yes, but this is not the primary avenue for reporting such issues
	Allows users to receive alerts about the collection schedule and receive messages about schedule changes
Have not been tracking how many residents use the app	Would like to see more residents using it

New Rochelle and other municipalities in Westchester County, NY	Atlanta, Georgia
Scott Pickups pickup@newrochelleny.com	Kanika Greenlee kngreenlee@atlantaga.gov (404) 330-6721 Atlanta Solid Waste Services July 1, 2019
Used the vendor Recollect	Used the vendor Recollect
Yes	Yes
Yes	Yes
Yes	Yes
Residents can easily find places nearby to donate, repair, or recycle any of the 500+ items found in their household or workplace	Allows residents to schedule bulk collection, have many of the same features both on the mobile app and web portal, can set reminders and print calendars for collection, targeted campaigns to educate residents
	They have about as many residents as they predicted who use it

San Diego, CA
Alexander Hempton AHempton@sandiego.govMaureen JugarMJugar@sandiego.gov
Get It Done San Diego

September 2016

Collaborative effort involving City staff and numerous vendors

Yes

Yes, and it allows residents to submit more than just issues regarding recycling to the City

Residents are able to schedule appointments for city services and obtain info about other city services

Pinellas County, Florida

Stephanie Watsonswatson@co.pinellas.fl.us(727) 464-7541

January 2017

Used the vendor ReCollect

Yes, users are able to search for over 400 items to find out how to recycle or properly dispose of them

The application is capable of this but Pinellas County Solid Waste does not provide solid waste or recycling collection services so they do not use this

It only allows users to report issues regarding the app. For issues related to recycling such as a missed pickup, the app only provides the resident with the municipal or private hauler contact information

Users can search drop-off locations using their address, the county is able to offer the application known as the A to Z Guide to their municipal partners and private haulers to place on their webpages, and residents can suggest items to make the tool more valuable

It has been successful so far with an average of around 10,000 views per month

Santa Fe, New Mexico

Shirlene E. Sittonsesitton@santafenm.gov(505) 955-2209
Recycle Coach (My Waste)

2016

Contracted a ready app where they just filled in their
information for the platform

Yes

Yes, and it sends push notifications if desired

They plan to add this when they upgrade

Not as many residents are using it as they had expected. It is
not competitive in numbers with their "Eye on Water" app that
is connected to their water smart meters

Issues/challenges from the app

What has worked well

Changes or goals for the future/things they would have done
differently

Links to more information

Theortically should be reducing the number of calls that the center receives but because of so many errors they still have a lot of calls, having issues with the way that issues are submitted and handled

Residents who are not part of the recycling program try to use it to find their solid-waste schedule but only Recycling addresses are included

It is very good at helping find schedules and what is/is not recyclable which has resulted in time saved

Want to enable the app to send collection day reminders

None so far

It has helped solve issues with scheduled bulk collection since it was previously non-scheduled for residents; it has worked well as a tool for 311 (customer service team) and residents for how to properly dispose of material; alleviated confusion when collection days changed; and saved their staff time and resources

Would have done an inital launch and then subsequential launches for each of the features of the app/portal. In the future they will be adding an educational sorting game for different types of waste.

https://sustainablewestchester.org/waste-recycling/

San Diego did a survey that resulted in 83% of respondents saying that they did not want to call the City to report a problem but 50% of them said that they would use the app to do so. The app eliminated the need to call the city and makes it more likely that the city will hear about issues going on; made the city government more efficient and accesible

https://www.sandiego.gov/get-it-done

Maintaining quality control of data is time consuming since they have over 1,100 resources for residents to use for recycling and disposal. They are also unable as of yet to use the geolocation feature, which means that the user has to manually enter his/her address. The administrator interface is a little tricky to use and they are only able to change some functions.

The app is very easy to operate for both the user and the administrator, and allows the County to make changes in real time. It also has a great reporting function that creates reports on usage including the number of "hits", users, and first-time visitors for the app. It also lets the County see how often an item is being searched, what recycling or disposal locations are being found most commonly, and the number of times a new item is suggested. No personal information is collected and the vendor is not allowed to collect or use user's personal information as well. The backend/technical support from ReCollect has also been helpful and the app has saved staff time and resources

One change they would like is for the vendor to provide more tools or suggestions for how to quality control data more efficiently. If they could have done it differently, an application better tailored to their exact needs would have been more beneficial however they believe that the application has been a wonderful asset. In the future, they intend to have the geolocation feature available.

http://www.pinellascounty.org/solidwaste/getridofit/default.htm

It has not saved them time or money but they are hoping that with upgrades and more marketing it will help with their "Recycle Right" goals; no other challenges so far

When their new budget year starts on July 1, they will upgrade the app since they are not currently using all of its functions including adding the "report a problem" function and improving the "what goes where" function. They wish it could have been tied to consumption in a less costly way.

https://solutions.recyclecoach.com/features/